



North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services
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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

June 25, 2007

MEMORANDUM

TO: MH/DD/SA Provider Organizations

FROM: Mike Moseley 

RE: Training Announcement

From Good to Great – FY08 Training & Technical Assistance Series
To Develop Person Centered Organizations:
Introductory Seminar
Training & Technical Assistance for Organizations

Background: As part of the strategic planning process to establish and support a stable and high quality provider system the Division of MH/DD/SAS continues to pursue a deliberate movement to person centered practice with an FY08 investment in three organizations to learn from a project entitled Good to Great. The Good to Great project is an international effort to support organizations in having better outcomes for the people that they support. Good to Great works in supporting organizations become more person centered in their day to day practices and structures. In addition, it supports organizations in becoming more efficient in their work while helping the people who use their services have lives of their own choosing as a part of their communities. Current efforts include organizations in Oregon; California; Georgia; Ontario, Canada; and in the United Kingdom. The organizations participating include both large and small service providers, as well as organizations that only provide service coordination.

We are pleased to offer this opportunity for three agencies in FY08 with Michael Smull, Support Development Associates and his colleagues, Mary Lou Bourne and Amanda George. The intent of this project is to select three agencies who want to go from good to great, demonstrating how good agencies with sound leadership can become great agencies, and for these agencies to continue sharing 'lessons learned' with other organizations. All interested organizations should register to attend a free July 12 Introductory Seminar and apply to be one of the three selected organizations for FY08.

This announcement addresses the following components of the FY08 training series:

- **July 12 Introductory Seminar**
- **Training and technical assistance for selected organizations and how organizations can apply to be selected**

Presenter: **Michael Smull** presently serves as Adjunct Faculty with the Virginia Commonwealth University; Chair of The Learning Community for Essential Lifestyle Planning, Inc; and Director of Support Development Associates. He is the recipient of the 2006 American Association on Mental



Retardation Service Award. Best known for his work in the development and implementation of person centered planning, Michael Smull has been developing community services for people with developmental disabilities for the past 35 years. He has worked in 47 states, Canada, the UK, Australia, and Belgium. His professional activities include the development (together with Susan Harrison) of a process of person centered planning known as *Essential Lifestyle Planning*. Michael has developed, consulted with, and overseen systems of planning and service development so that people labeled as being “dually diagnosed” can successfully move to community settings. Furthermore, his work includes developing a process of organizational change integrating best practice in management with best practice in supporting individuals. From 1982 - 1997 he was with the University of Maryland School of Medicine, Department of Pediatrics and the Department of Counseling. Many of the essays, chapters and articles written by Mr. Smull are included on the Essential Lifestyle Planning website at www.learningcommunity.us.

INTRODUCTORY SEMINAR:

Description: The Good to Great (G2G) Introductory Seminar will provide information on concepts, history, process, potential outcomes, commitments required, and the organizational application process related to the ongoing training and technical assistance. The workshop is intended for a broad range of staff from interested organizations, including individuals being considered for each agency's G2G leadership team and coaches, as well as other key stakeholders. As a result of this seminar, key leaders will understand the potential benefits of participation in this exciting initiative.

Details: **Date:** Thursday, July 12
 Time: 10:00 a.m. – 3:00 p.m.; registration begins at 9:30 am
 Place: Cameron Village Regional Library, Raleigh

Audience: The intended audience for this workshop includes:

- Agencies that provide MH/DD/SAS services that are willing to make the commitments outlined below

Register: **REGISTER by July 11:**
A registration form is attached and should be faxed to 919-508-0967. Space is limited so register early.

TRAINING AND TECHNICAL ASSISTANCE FOR ORGANIZATIONS:

Description: **Three provider organizations will be selected to participate in G2G during FY08.** They will be committing to intensive education and testing change strategies beginning September 2007 and concluding with a celebration of success in June 2008. For those agencies that successfully participate, the **anticipated outcomes** include:

- The people supported by the agency will have better lives because those who support them are more empowered to listen and act on what they hear.
- The agency will:
 - experience a decrease in turnover among staff it wishes to retain
 - experience more creativity and better problem solving from those closest to the consumer
 - find that its services are more flexible and responsive
 - have a stable cadre of skilled managers.

Agencies will be committing to:

- An overview of the proposed efforts and outcomes
- Foundational work, including:



- The ground rules for creating a culture of partnership
- Training in person centered thinking
- Developing and supporting person centered thinking coaches
- Collaborative planning on how to move forward
- Agreeing on a set of qualitative and quantitative measures in moving toward the desired outcomes
- Creating a plan for moving forward and sustaining changes, including:
 - Supporting positive organizational habits
 - Listening
 - Continuous learning
 - Problem solving
 - Accountability
 - Acquiring and using the skills that support the changes in culture
 - Developing the structures that support the changes in culture, e.g., Person centered teams and communities of practice
 - Using agreed upon measures for midcourse corrections

Application: Those eligible to apply for the Training and Technical Assistance to be conducted from September 2007 through June 2008 are:

- Any DMH/DD/SAS provider
- **In order to participate, the organization must commit to senior management, front line managers and board members participation in the training and subsequent activities.**
To achieve the desired outcomes, the organizations must commit that 100% of senior managers will participate in the training and subsequent activities. Each organization will also need to designate a number of front line managers who will serve as person centered thinking coaches. Between September 2007 and June 2008, each organization will be formally committing to approximately 7 days of time for the leadership group and, after 3 days of initial training, the coaches are committing to monthly meetings. Coaches strive to have a set of person centered thinking skills that become habitual person centered practices. The leadership group looks at what is being learned as these new practices meet typical agency practices in order to make sustainable organizational changes. These activities and the support provided will give committed leaders a way to take their agencies from good to great.

Organizations seeking participation are encouraged to apply after July 12 but by July 31.

A letter of application must be submitted on the organization's letterhead, with signatures of the organization's director or other senior manager and the Board Chair. The letter should address the following information:

- Identify the services the organization provides to individuals, the number of individuals served each year, and the number of staff employed.
- Describe the organization's interest and commitment to participate in the entire series of training events as described above.
- Confirm that 100% of upper management will participate; and, identify the number and functions/job titles of front line supervisors/managers and other staff who will participate throughout the year.
- Describe how the organization's board members will also participate.
- **Please fax the organizational letter between July 12 and July 31 to Vivian Leon at 919-508-0967.** All applicants will be notified by August 12 regarding final selections; the intent is to select one organization per region.

PLEASE SEE THE NEXT PAGE FOR DETAILS ABOUT VARIOUS EVENTS IN THE SERIES.



From Good to Great: Developing Person Centered Organizations <i>Schedule of various events scheduled in FY08</i> <i>(Note that all of the events shown will happen in the months listed-actual dates after September may be subject to change)</i>			
DATE	EVENT	FOCUS	LOCATION
July 12	Introductory Seminar	Overview providing concepts, history, potential outcomes, commitments and costs.	Cameron Village Regional Library, Raleigh
Sept. 4-7	Kick Off Day for Organizations selected for Ongoing Technical Assistance (1 day per organization)		At participating agency sites
Sept. 17-20; 24-27	Person Centered Thinking Training (2 days per organization)	Provide Person Centered Thinking Skills and Foundations to all employees involved in the project.	At participating agency sites.
Oct 2, 3, 4, 10, and 11	Leadership Day (1 day per region)	Define the leadership team members; Identify their role; identify key performance measures from outcomes developed on Kick Off day; and, action plan around how progress will be measured.	At participating agency sites.
Oct. 5, 8-10	Coaches Training (1 day per organization)	Establish foundation for Coaching Skills; identify competencies; establish learning plan for each coach.	At participating agency sites.
Nov. 12-15 Jan. 14-17 March 3-5 May 12-14	Coaches Support Day	Share learning; improve skills; establish competencies; and, collect information on Level One changes	At participating agency sites
Dec. 10-13 Feb. 11-14 April 14-17	Supporting Changes/ Coaches and Leadership Support (1day per region per month) To support coaches on-site with skill development, practice and shared learning, tracking of level one and level two changes and use of Action Learning Sets. Some split days: ½ with coaches to identify what has been changed, what is working, and hasn't been changed and needs to change; and, ½ with leaders to report on progress, identify actions to undertake, and support organizational learning.	Share learning; improve skills; establish competencies; and, collect information on Level One changes Inform leaders of progress; report on successes and challenges; and, implement communication strategies.	At participating agency sites.
June 16-19	Learning and Reflection	Collective review of progress towards outcomes; Action plan updates for opportunities to improve and implement level 2 changes	At participating agency sites
TBD	Positive and Productive Meetings	Participatory workshop that teaches skills needed to make the best possible use of time spent in meetings.	

Please Note: While there is **no fee** for any of this extended training and technical assistance, participants are responsible for their own meals, snacks, travel and lodging arrangements.



Fax Registration Form
From Good to Great: Developing Person Centered Organizations
Introductory Seminar: July 12, 2007

Full Name of Organization

Date: _____

Last Name of Primary Contact

First Name

Middle

Mailing Address (Street Address or PO Box)

EMAIL Address (PLEASE PRINT)

City

State

Zip

Work Phone

Fax

Alternate Phone

Job Title

Organization Information

**Service
Area**

- ☐ Mental Health
- ☐ Developmental Disabilities
- ☐ Substance Abuse
- ☐ All Program Areas
- ☐

FAX this form to 919-508-0967.

For more information about the training, you may contact Vivian Leon at 919-715-2774.

